

ORDERMAN showcase No 8 Luisa and Hans Schenk, South Tyrol

10 years with ORDERMAN: PIONEERS ON THE SEISER ALP

They were the first – and over 80% of ski lodges in the area have followed their example. Unsurprising when you consider that the Schenks demonstrated how just two staff members can look after every need of around 250 guests who've just worked up an appetite in the mountain air. What's more, sales efficiency has increased dramatically.

New standards of speed and service quality

It caused quite a stir. No sooner had the guests chosen a sunny place sheltered from the wind than the waiter appeared – and before they'd struggled out of their hats, ski goggles, gloves and tops, the drinks were on the table. Meals were served just as quickly. This was something the guests had rarely experienced anywhere, let alone in a hectic ski lodge. The word got around, and soon everyone was talking



Success in common: The keen Haflinger breeder and the far-sighted restaurant manageress. "Whatever business you're in, the main thing is to back the right horse!" Speaking of which, an ORDERMAN from the very early days – bearing serial number 12 – has been in constant use at Zallinger lodge for over 10 years!



Touch and PLU, a super-efficient combination: The ORDERMAN Touch Terminal functions as a fixed POS terminal on which bar staff can register orders. The waiting staff use ORDERMAN LEO units (PLU numbers). Now they're eagerly awaiting the successor: "LEO2 also works with a belt printer and accepts credit cards!"

about the new ORDERMAN radio ordering system at the Zallinger lodge.

Scaling sales peaks with ORDERMAN

Luisa Schenk describes the situation: "On sunny days – which we get plenty of, thank God – we can have 250 people crowded in here, inside and outside. It's perfectly normal for different groups to squeeze around one table, but then move to a better spot on the other side of the terrace when a table comes free." This is the challenge that just two serving staff, equipped with ORDERMAN LEO units and supported by a number of tray carriers, are able to meet.

Programmed for the future

Back in 1996 – a time when ORDERMAN was still a complete novelty - Luisa Schenk insisted

that her restaurant should acquire the system with the tailor-made software. "Back then, we were in the middle of a major period of renovation. The 16 rooms, the food we were serving – I wanted everything programmed ready for the future. We had a few teething troubles the first time we used the system one Christmas, our absolute peak time as far as sales are concerned. But I didn't let that put me off", recalls the restaurant owner, happy that her vision proved to be spot-on. "On more than one occasion I went down to the level-crossing barrier in the Snowcat to pick up technicians from Giacomuzzi, the POS terminal dealer. They always turned up in no time when we were in a panic!"

Staying power pays dividends

Today the system is working perfectly, providing a link

between hotel administration and the kitchen and ensuring the full satisfaction of staff and guests alike. "You should ask Markus what he'd do if you parted him from his ORDERMAN", says Luisa Schenk, referring to a member of staff who's worked with ORDERMAN from day one. He simply answers, "We'd take a holiday – without ORDERMAN, we might as well stay at home!"

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